

FIG. 1

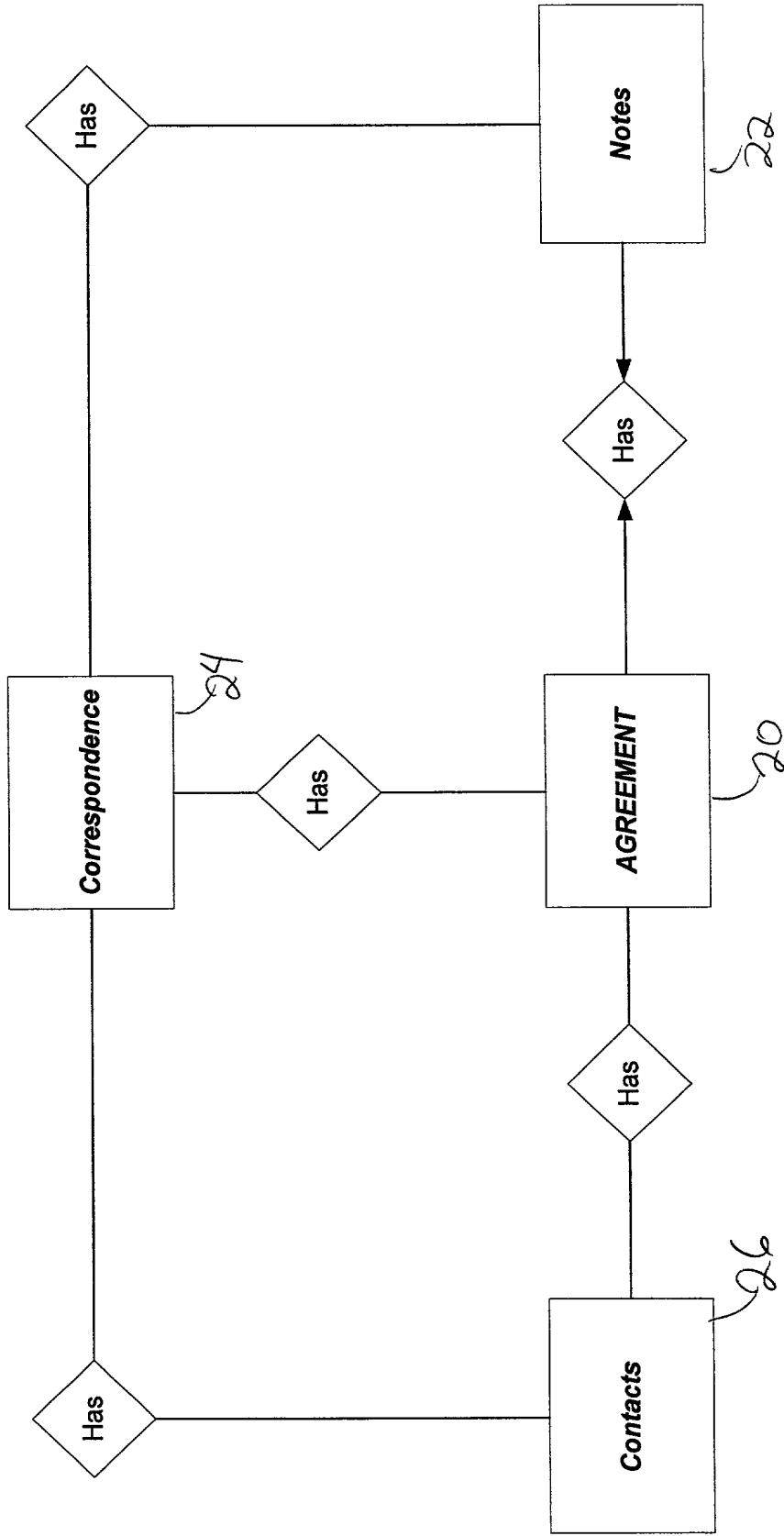


FIG. 2

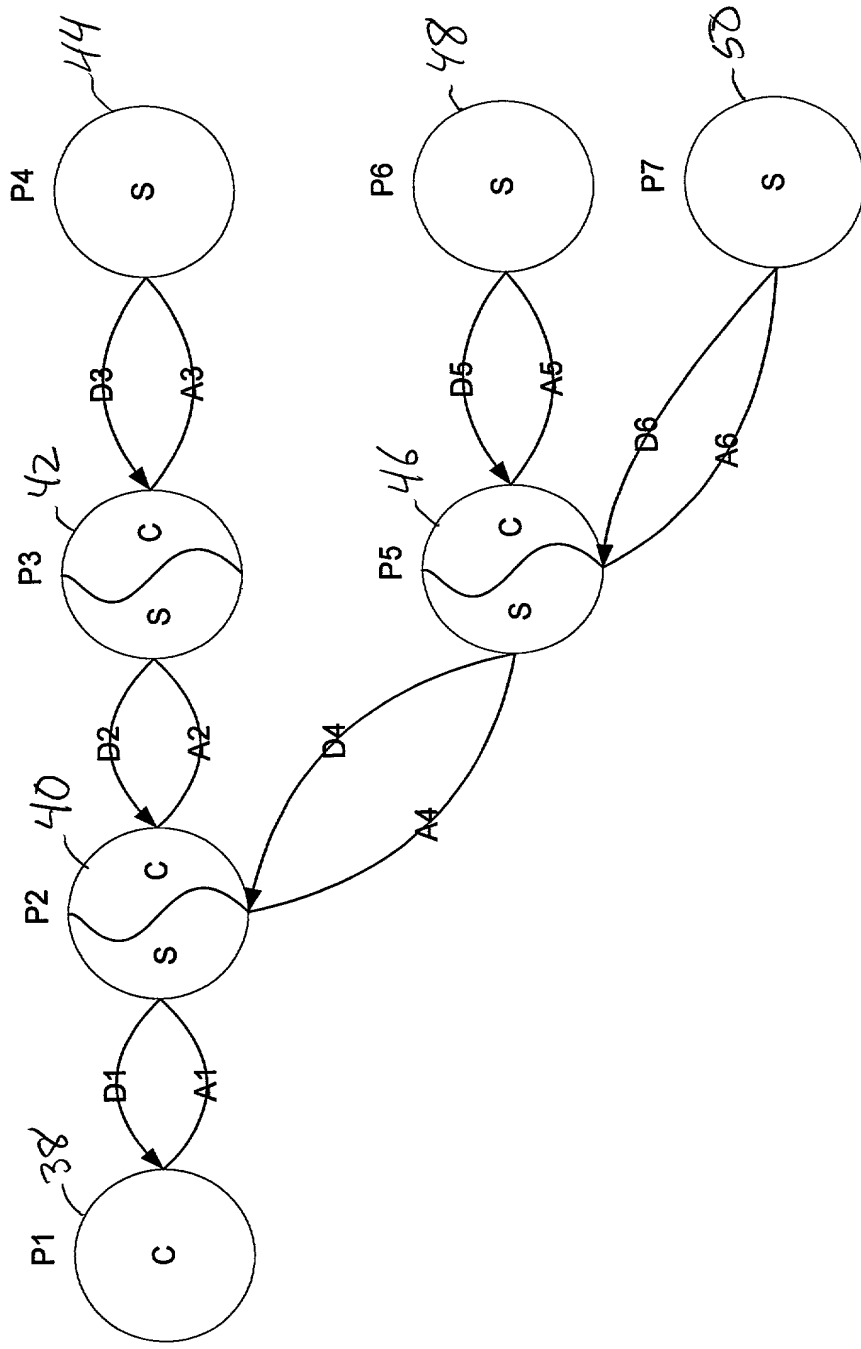


FIG. 3

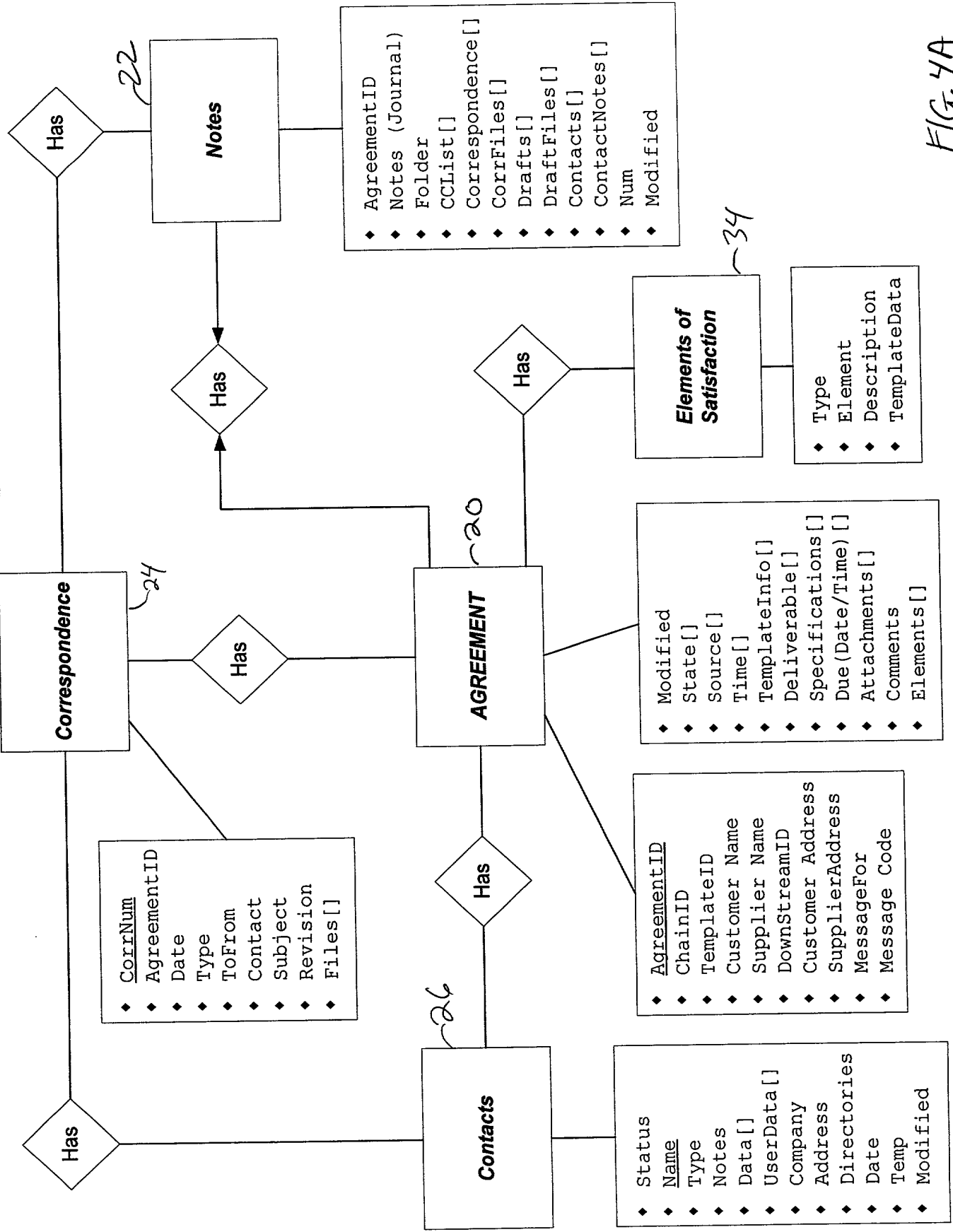


FIG. 4A

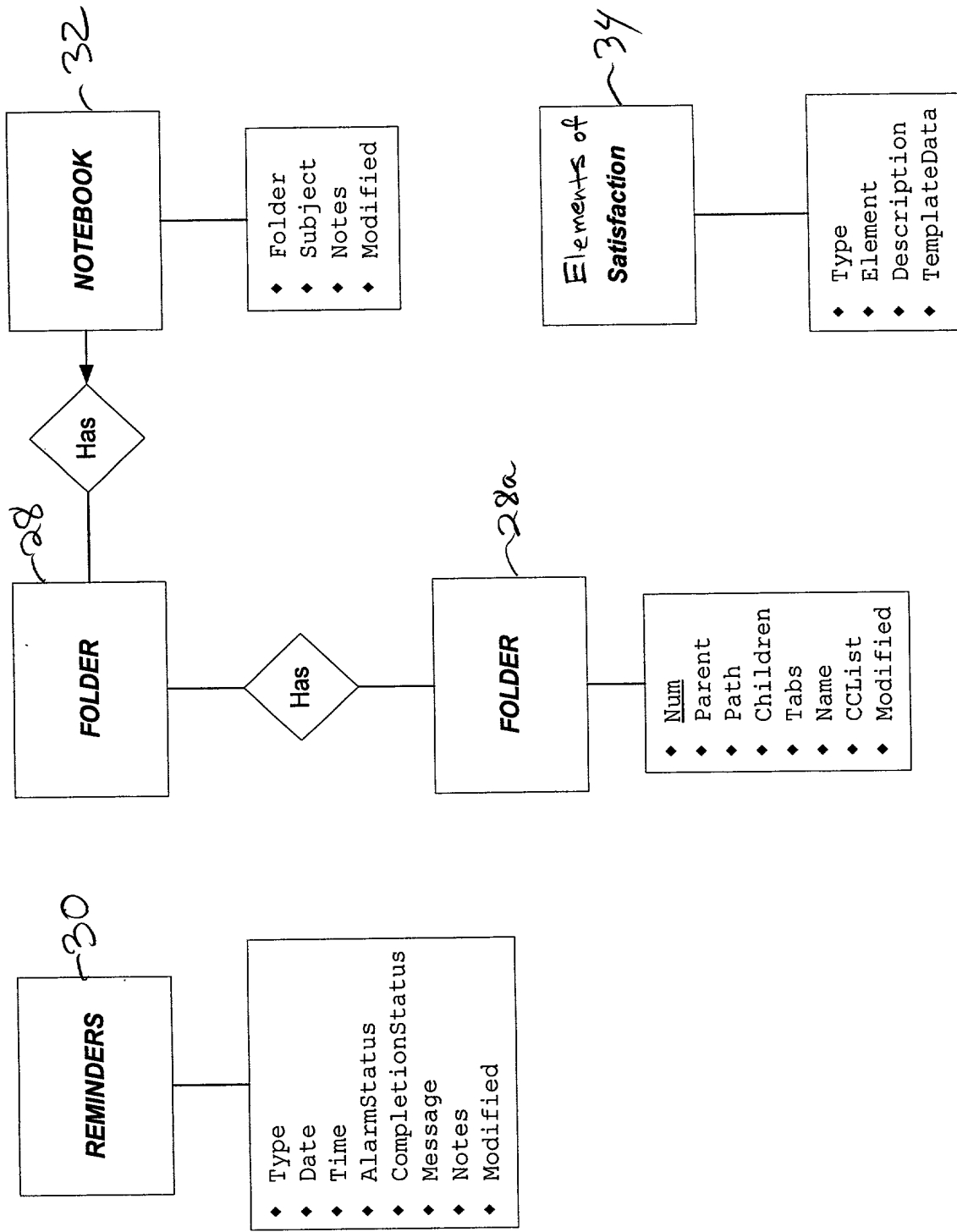


FIG. 4B

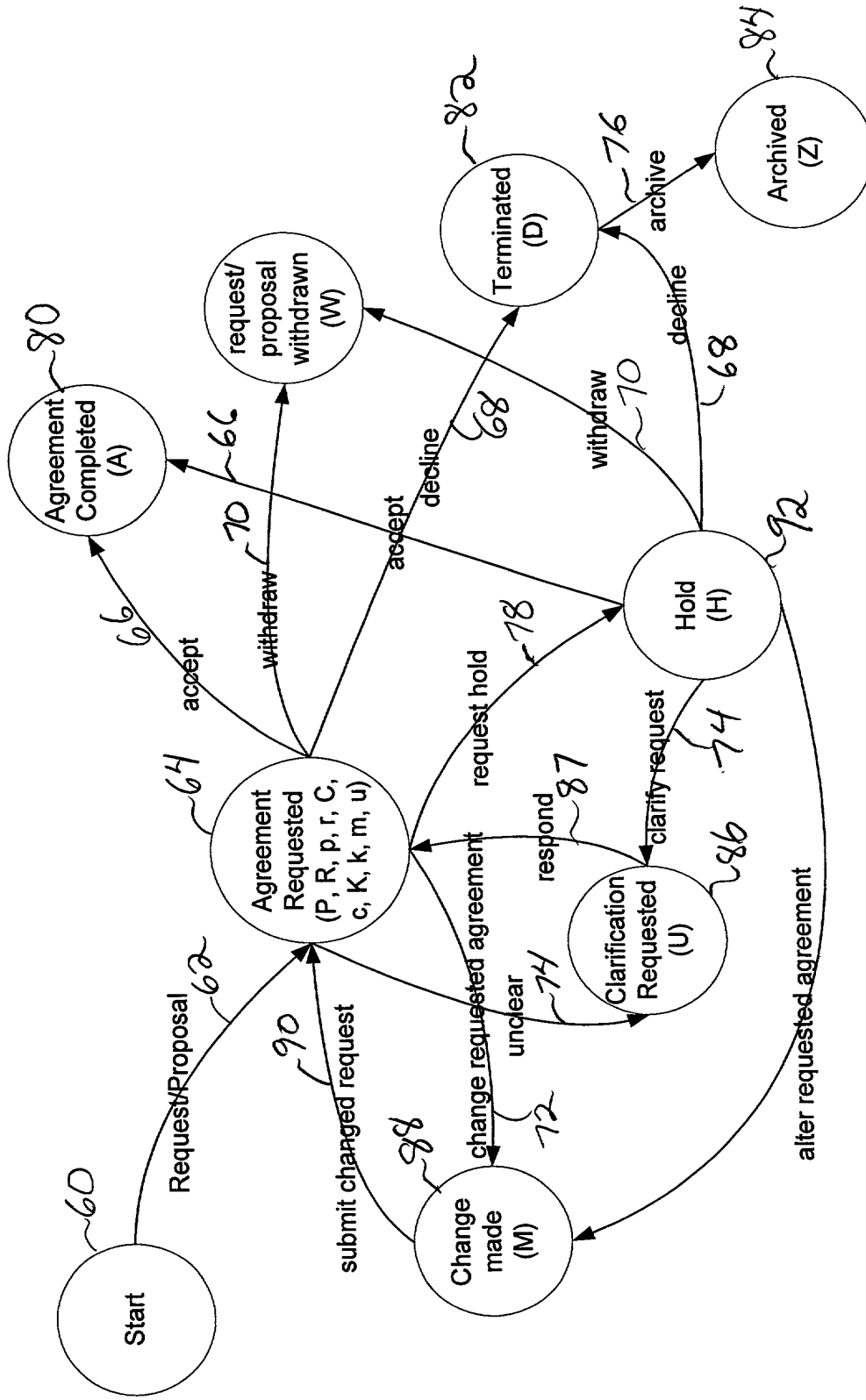


FIG. 5

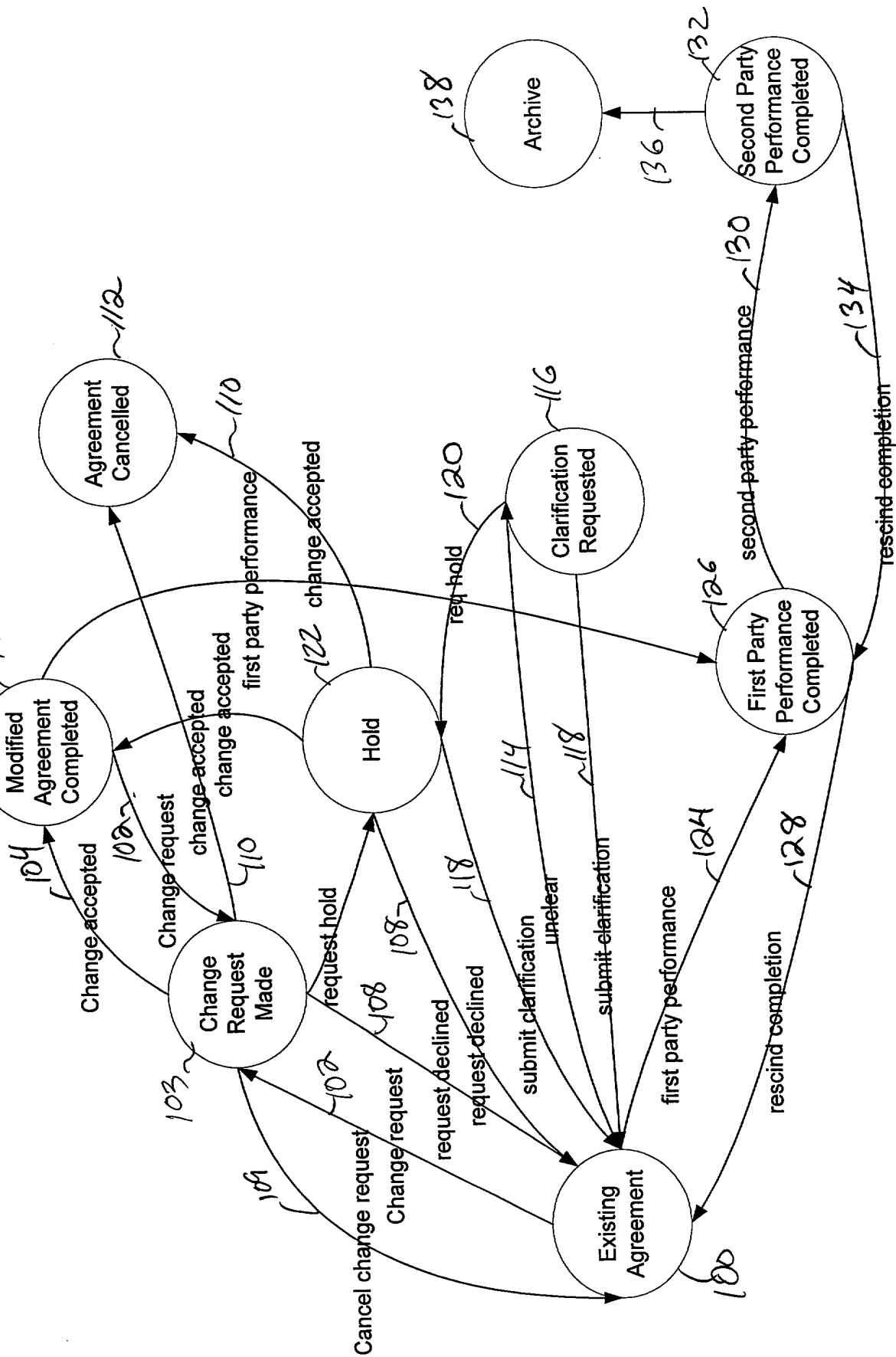


FIG. 6

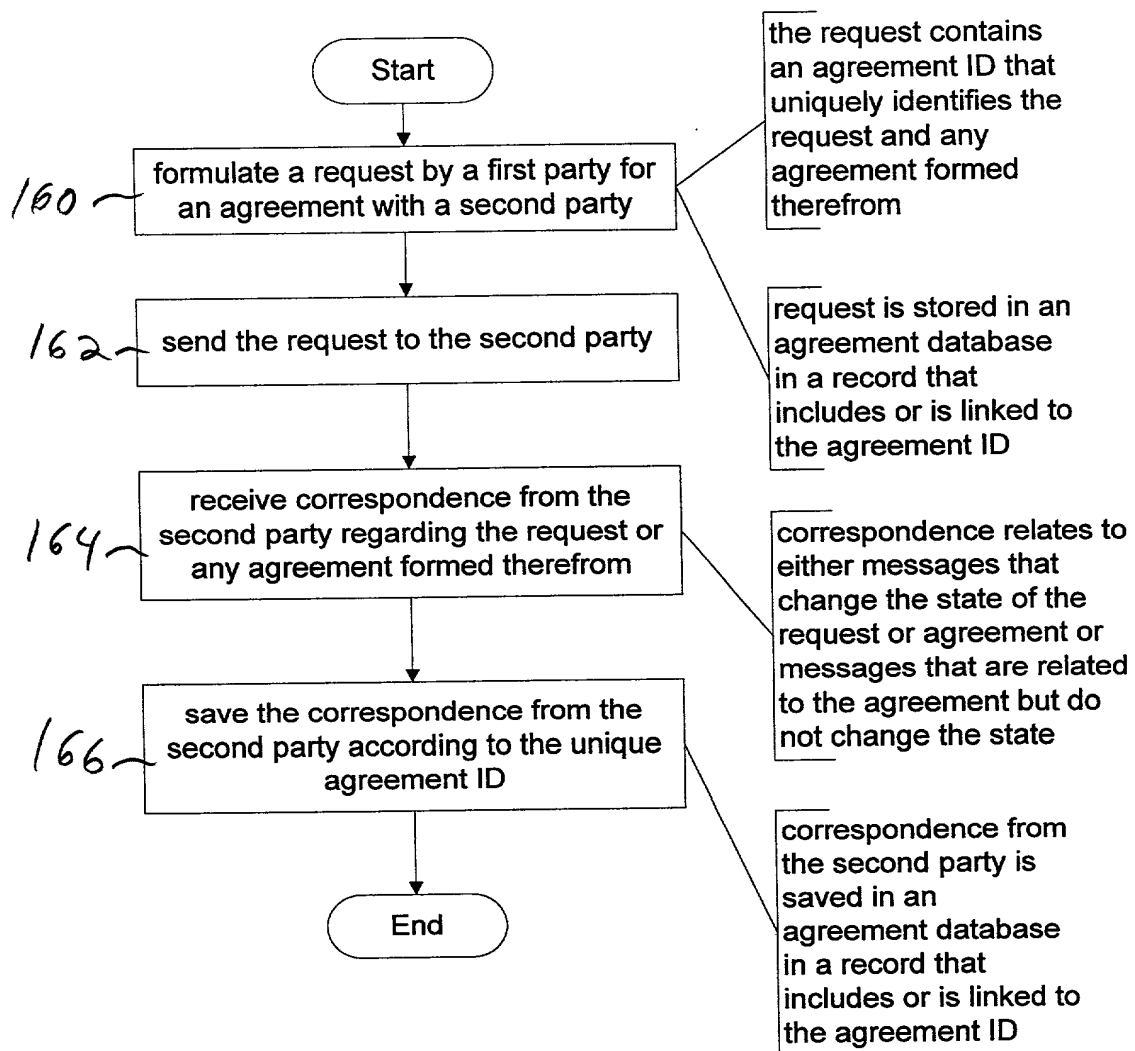


FIG. 7



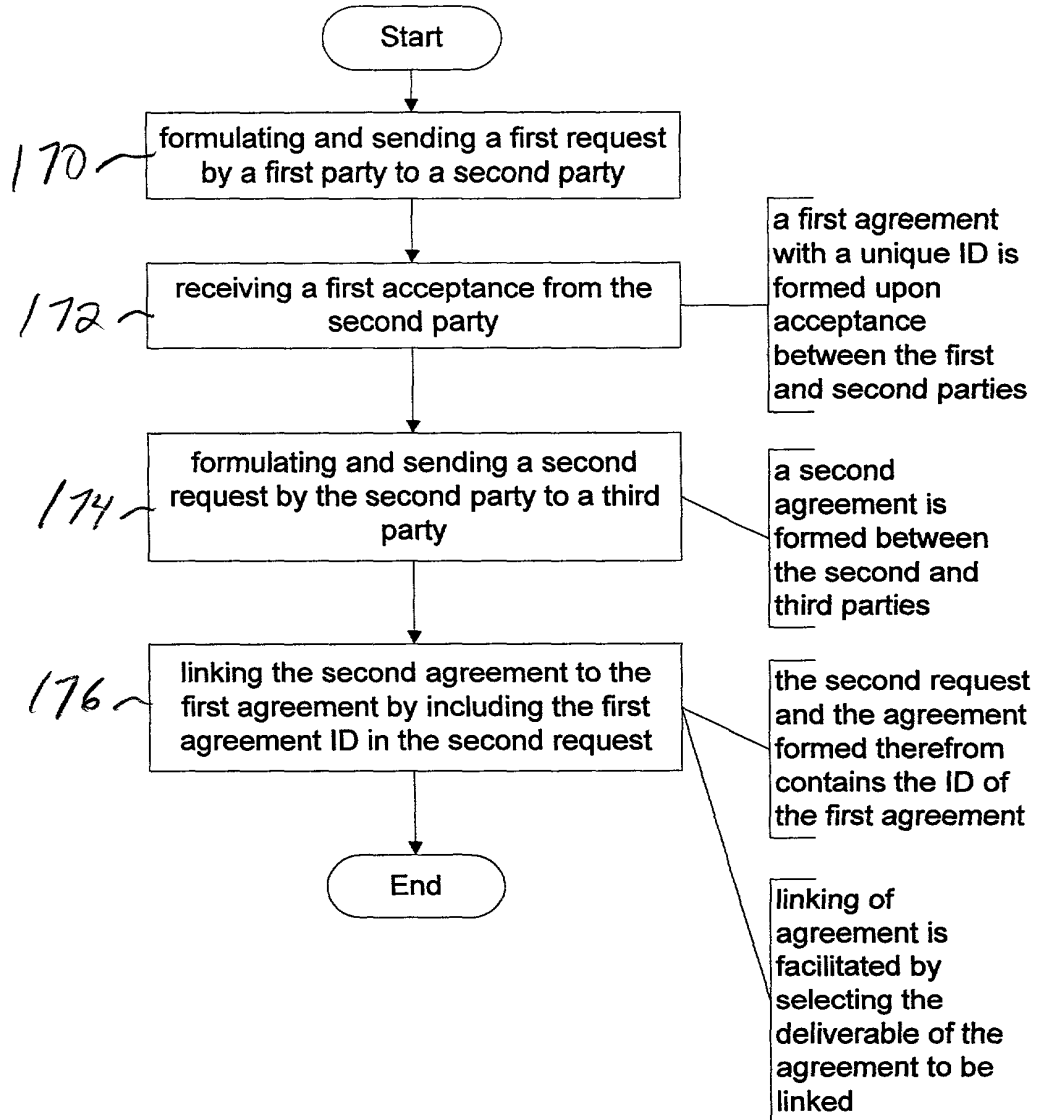


FIG. 8

NEW REQUEST / NEW PROPOSAL FORM

244

236

DONE

238

CLEAR ALL

240

Send

TRANSMISSION

CUSTOMER

SUPPLIER

DELIVERABLE

DELIVERABLES

TEMPLATES

DUE DATE & TIME

ELEMENTS OF SATIS

MESSAGE

FOLDER

CC LIST

ATTCH TO CUSTOMER

DS FOLDER

DS DELIVERABLE

DS DATE/TIME

REPEAT

PRIVATE NOTES

New Request

You

200

202

204

206

208

242

210

On Time, Good Communication, Return Phone Calls

212

214

216

218

224

226

228

230

232

234

01/12/00

Wednesday

2:11 pm

SUPPLIERS

246

222

220

256

258

RESET SELECTION

SELECT ALL

DELETE SELECTED

ADD A GROUP...

SAVE THIS GROUP AS...

CONTACTS: 3▼C

FIND

248

250

252

254

260

Aaron Davis

Adam J. Kadleck

Adeliza Aragon

Adelyn Pena

Ajit Gokhale

Al Galeviz

Al Garza

Al Hollis

Alan Frazer

FIG. 9A

A completed NEW REQUEST form is shown below.

RMS:New				
<div>DONE</div> <div>CLEAR ALL</div> <div>SEND</div>	TRANSMISSION	New Request 01/11/00 Tuesday 5:05 pm		
	CUSTOMER	You		
	SUPPLIER	Steve Dewitt		
	DELIVERABLE	Toshiba Statistics		
	SPECIFICATIONS	Monthly data with quarterly and annual totals for the past two years. Please use Excel.		
	TEMPLATES	▼		
	DUE DATE & TIME	4/4/00 Tuesday 3:00 pm		
	ELEMENTS OF SATIS	On Time, Good Communication, Return Phone Calls		
	MESSAGE	Thanks for taking care of this. Let me know if you need any help getting the numbers from Team Toshiba.		
	FOLDER	Toshiba Production	CORRESPONDENCE	ACCESS
	CC LIST +	Marta Weinstein Nicolette Kavanagh	CC: via E-Mail BCC: via E-Mail	Yes No
	ATTACH TO CUSTOMER	▼ Murreli Rangarajan		
	DS FOLDER	▼ XYZ Report		
	DS DELIVERABLE	▼ Report XYZ		
	DS DATE/TIME	8/12/00 Saturday 10:13 pm		
REPEAT	▼			
PRIVATE NOTES	Tue. 1/11/00 @ 5:05 pm - Requested this deliverable following up on our phone conversation earlier today.			
<div>SUPPLIERS</div> <div>Steve Dewitt</div>				
<div>RESET SELECTION</div> <div>SELECT ALL</div> <div>DELETE SELECTED</div> <div>ADD A GROUP...</div> <div>SAVE THIS GROUP AS...</div>				
<div>CONTACTS: S▼C   FIND</div> <div>Aaron Davis</div> <div>Adam J. Kadleck</div> <div>Adeliza Aragon</div> <div>Adelyn Pena</div> <div>Ajit Gokhale</div> <div>Al Galaviz</div> <div>Al Garza</div> <div>Al Hollis</div> <div>Alan Frazer</div>				
<div>CONTACTS   WINDOWS</div>				

FIG. 9B

# THE URGENTS VIEW

280 Good Morning Bob, these items require your immediate attention:

288 GO	STATUS	CONTACT	DELIVERABLE	FOLDER
	Request	Celeste Baron	401K Revision 284	Unfiled Agreements
	Request	Celeste Baron	Contribution To Employee Newsletter	Unfiled Agreements
	Request	Steve Weinstein	Review Of Patent Law Firms	Unfiled Agreements
	Proposal	Murali Rangarajan	Requirements For AMS Design	Unfiled Agreements
	Clarify?	Steve Weinstein	10% Raise	Unfiled Agreements
	Counter	Steve Weinstein	Status Of AMS Specs	Unfiled Agreements
	On Hold	Raj Muni	Review Of Annual Budget	Unfiled Agreements

EXIT

Field or variable does not exist: 292

FIG. 10

# THE REVIEW FORM

Request From Celeste Baron For Contribution To Employee Newsletter			
<div>326</div> <div>332</div> <div>328</div> <div>330</div>	TRANSMISSION TYPE	Request From Celeste	
	CUSTOMER	Celeste Baron	
	SUPPLIER	You	
	DELIVERABLE	Contribution To Employee Newsletter	
	SPECIFICATIONS	Submit your article on the employee track and field day in a MS Word file. It should be about 300 words in length.	
	DUE DATE/TIME	02/01/00 Tuesday 3:00 pm	
	MESSAGE	Bob, thanks for your help on this.	
	FOLDER	Unfiled Agreements	
	CC LIST	None 310	
	DS CUSTOMER	n/a 312	
	DS FOLDER	n/a	
	DS DELIVERABLE	n/a 318	
	DS DATE/TIME	n/a	
	NOTES	Tue. 2/1/00 @ 12:46 pm - First received Celeste's request. Tue. 2/1/00 @ 9:08 am - First received Celeste's request.	
	CELESTE'S INFO	WORK PHONE 650 208-4959	
		<div>TRANSMISSION DATE &amp; TIME</div> <div>02/01/00 Tue. 7:48 am</div> <div>RESPONSE TIME</div> <div>N/A 306</div> <div>STATE</div> <div>1 / 1</div> <div>ELEMENTS OF SATISFACTION</div> <div>Return Phone Calls Promptly</div> <div>Complete On Time</div> <div>308</div> <div>CORRESPONDENCE</div> <div>NEGOTIATIONS</div> <div>314 316</div>	

# THE DELIVERABLE LIST VIEW

AMS:List

19 / 19 CONTACT FOLDER ☒ EMBEDDED SUPPLIER STATUS FIND: ☒ D ☒ H CLEAR

SELECTED:  FOLDER:  SUPPLIER:  STATUS:

STATUS	DUE	TIME	CONTACT	DELIVERABLE	FOLDER
✓	01/31	12:00	← Raj Muni	\$200	Cash Payments
340	01/31	12:00	← Amad Doratotaj	\$200	Cash Payments
	01/31	12:00	← Ajit Gokhale	\$200	Cash Payments
Request	02/01	3:00	→ Celeste Baron	Contribution To Employee Newsletter	Unfiled Agreements
Clarify?	02/10	2:30	← Steve Weinstein	10% Raise	Unfiled Agreements
Proposal	02/10	4:30	← Murrall Rangarajan	Requirements For AMS Design	Unfiled Agreements
On Hold	02/16	3:00	→ Celeste Baron	401K Revision	Unfiled Agreements
Counter	02/17	5:00	→ Steve Weinstein	Status Of AMS Specs	Unfiled Agreements
On Hold	03/13	9:00	→ Raj Muni	Review Of Annual Budget	Unfiled Agreements
Request	04/04	3:00	← Steve Dewitt	Toshiba Statistics	Toshiba Production
Request	04/06	12:00	→ Steve Weinstein	Review Of Patent Law Firms	Unfiled Agreements
Modify?	06/21	9:00	← Peter Katz	XYZ Report Data - Logistic	Logistic Internal
Request	06/21	11:00	← Ajit Gokhale	XYZ Report Data - Financial	XYZ Report
✓	06/26	2:00	← Tom Duok	XYZ Report Data - Federal, State,	XYZ Report
On Hold	07/02	12:40	← Raj Muni	XYZ Report Data - Operations	XYZ Report
✓	07/02	10:30	← Amad Doratotaj	XYZ Report Data - HR	XYZ Report
	08/12	10:13	→ Murrall Rangarajan	Report XYZ	XYZ Report

LOG: Fri. 1/21/00 @ 11:25 am - Agreed to provide this report to Murrall. We had discussed my participation during this weeks op meeting.

MURRALL'S INFO: OFFICE PHONE (510) 498-7010

NOTES REFINERS APPOINTMENTS E-MAIL DOCUMENTS CONTACTS WINDOWS

FIG. 12

# THE SHOW CHAIN FORM

400

AMS:ShowChain
442

<div style="margin-bottom: 5px;">DONE</div> <div style="margin-bottom: 5px;">NEW</div> <div style="margin-bottom: 5px;">CHANGE REQUEST</div> <div style="margin-bottom: 5px;">HISTORY</div> <div style="margin-bottom: 5px;">SYNCH WITH SERVER</div> <div style="margin-bottom: 5px;">QUIT</div>	CUSTOMER	Murrall Rangarajan		<b>ELEMENTS OF SATISFACTION</b> 95+ Quality / Non-Variability
	SUPPLIER	You		
	DELIVERABLE	Report XYZ		
	SPECIFICATIONS	Word Document		
	DUE DATE/TIME	08/12/00 Saturday 10:13 pm		
	FOLDER	XYZ Report		
	CONTACT	Ajit Gokhale Celeste Baron		<b>CORRESPONDENCE</b>   <b>NEGOTIATION</b> BCC: via E-Mail Yes BCC: via E-Mail No
	NOTES	Fri. 1/21/00 @ 11:25 am - Agreed to provide this report to Murrall. We had discussed my participation during this weeks op meeting.		
	OFFICE PHONE	(510) 498-7010		

STATUS	DUE	TIME	CONTACT	DELIVERABLE
	08/12	10:13	→ Murrall Rangarajan	Report XYZ
Request	04/04	3:00	← Steve Dewitt	Toshiba Statistics
Modify?	06/21	9:00	← Peter Katz	XYZ Report Data - Logistics
Request	06/21	11:00	← Ajit Gokhale	XYZ Report Data - Financial
✓	06/26	2:00	← Tom Duck	XYZ Report Data - Federal, State, Local Re
	06/28	2:00	← Scott Maidment	XYZ Report Data - Public Relations
On Hold	07/02	12:40	← Raj Muni	XYZ Report Data - Operations
✓	07/02	10:30	← Amad Doratotaj	XYZ Report Data - HR

▼ E-MAIL
▼ CONTACTS
▼ WINDOWS

386 388 392

FIG. 13

# ELEMENTS OF CUSTOMER SATISFACTION FORM

442
428
Elements Of Customer Satisfaction

DONE	SUPPLIER Celeste Baron 420		
	DELIVERABLE ABC Report 422		
	TEMPLATE STANDARD ELEMENTS	ELEMENTS OF CUSTOMER SATISFACTION 426	
CURRENTLY SELECTED ELEMENTS OF CUSTOMER SATISFACTION	Consistency Of Performance Commitment To Continuous Improvement Focus On Customer's Wants & Needs Eagerness To Please Customer Dependability	Bob's Element Commitment To Continuous Improvement Consistency Of Performance Constancy Of Purpose Cost Of Doing Business With Supplier Cycle Time (One Unit) Dependability Eagerness To Please Customer Focus On Customer's Wants & Needs Gets Accurate, Complete, & Timely Gives Accurate, Complete, & Timely Importance Of Customer To Supplier Information/Communication Minimize Risk Openness/Honesty/Loyalty Pricing Of Extras Processes/Systems Design Processes/Systems Implementation	
TEMPLATES	424 434		
	436		
	CLEAR ALL		ADD A NEW ELEMENT
	DELETE SELECTED		
SELECTED ELEMENT	Minimize Risk 430		
ELEMENT DESCRIPTION	This would be a descriptive line or two about the meaning of 'Minimize Risk'. 432		

FIG. 14



# ELEMENTS OF CUSTOMER SATISFACTION SCORE FORM

RMS:Satisfaction Scores	
DONE	<p>CUSTOMER: Murrall Rangarajan</p> <p>DELIVERABLE: Report XYZ</p> <p>REVIEW DATE/TIME: 10/08/99 Friday 8:57 am</p> <p>STATE: 3 / 3</p>
SCORE	<p>ELEMENT OF CUSTOMER SATISFACTION</p> <p>0 10 20 30 40 50 60 70 80 90 100</p>
CANCEL	<p>QUALITY / NON-VARIABILITY</p> <p>95 (Provide consistent high quality product.)</p> <p>Wonderful!</p>
	<p>DEPENDABILITY</p> <p>92 (This would be a descriptive line or two about the meaning of 'Dependability'.)</p> <p>Much better!</p>
	<p>INFORMATION/COMMUNICATION</p> <p>85 (Be accessible, provide complete information when requested, be knowledgeable.)</p> <p>Thanks for your improvements in this area.</p>
	<p>FOCUS ON CUSTOMER'S WANTS &amp; NEEDS</p> <p>90 (This would be a descriptive line or two about the meaning of 'Focus On Customer's Wants &amp; Needs'.)</p> <p>No comment</p>
	<p>COMMENT: You're doing good work!</p>
<p>▼ NOTES ▼ FEEDBACKS ▼ APPOINTMENTS ▼ E-MAIL ▼ DOCUMENTS ▼ CONTACTS ▼ WINDOWS</p>	

FIG. 15

# FOLDER SELECTOR FORM

FOLDER		AMS Ideas	CC LIST	
DONE	FOLDER HIERARCHY	Desktop	Celeste Baron	
INSERT FOLDER		AMS	Murali Rangarajan	
RENAME FOLDER		AMS Ideas	Raj Muni	
DELETE FOLDER		Panorama AMS	Steve Weinstein	
FILL WINDOW		WebAMS		
		WebAMS Development		
		XYZ Report		
		Cash Payments		
		Cooky		
		Inyo		
		AMS Software Development		
		Allan & Jim		
		General Inyo Stuff		
		Inyo Legal		
		Lesser Reflections		
FIND			VIEW/MODIFY CC LIST	

Fig. 16

# RECIPIENT LIST SELECTOR FORM

DONE	RECIPIENT	NEGOTIATIONS		CORRESPONDENCE				TRANSMISSION METHOD			SOURCE
		YES	NO	TO	CC	BCC	NONE	E-MAIL	FAX	PRINT	
	Celeste Baron	•			•			•			Folder
SAVE AS A GROUP	Murali Rangarajan	•			•			•			Folder
	Nicolette Kavanagh	•			•			•			Agreement
	Raj Muni	•			•			•			Folder
RESET	Steve Dewitt	•			•			•			Agreement
CLEAR ALL											
CANCEL											
RECIPIENT GROUP NAME											
NEGOTIATION ACTION				DEFAULT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO							
CORRESPONDENCE				DEFAULT <input type="checkbox"/> TO <input checked="" type="checkbox"/> CC <input type="checkbox"/> BCC <input type="checkbox"/> NONE							
TRANSMISSION METHOD				DEFAULT <input checked="" type="checkbox"/> E-MAIL <input type="checkbox"/> FAX <input type="checkbox"/> PRINT							

FIG. 17

# E-MAIL FORM

AMS:EMail	
SEND NOW	TO: Amad Doratotaj
	+ CC Celeste Baron
	CC Raj Muni
SEND LATER	DELIVERABLE \$200
	DUE DATE/TIME 1/31/00 Monday 12:00 am
ATTACH FILE	ATTACHMENTS
	SUBJECT
CANCEL	MESSAGE
<div> <div>▼ E-MAIL</div> <div>▼ CONTACTS</div> <div>▼ WINDOWS</div> </div>	

FIG. 18

Notebook		
SUBJECT	DETAILS SUBJECT	NOTES
20360 Refinance AMS Improvements AMS Marketing Angles Assemblyman Lou Papan DMY Investigations ICUI John Raiston's Photos Name For Inyo Software NC County Offices Paul O'Grady Peter Katz Pillsbury Lake Resort Price Club Mortgages Real Estate Investment Seab Attorney Seab Story Web Sites To Check Out		Fri. 6/11/99 @ 10:03 am - M - Attended Learning Annex course taught by . His premise was to purchase new or newer homes for rentals. He has it all set up including purchase of new homes from developers, realtors to show you around (Pheonix, Tampa mostly), and property managers to rent and watch things at 6% of lease amount plus 6% each month's rent. See folder with info and notes from this seminar.

FIND IN SUBJECT ▼

▼ APPOINTMENTS ▼ E-MAIL ▼ CONTACTS ▼ WINDOWS

FIG. 19